

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. For the last 2yrs our phone bill has never been the same amount eventhough we do not have long distance. It keeps going up approximately\$4.00 amonth and when I call to ask why they never have a clear explanation. We decided to change our calling plan and we asked what the total would be and what charges would be added they told us an amount and said the only charges would be the regular taxes. Well, when we got our first bill they had added an extra charge of \$23.00. Again I called and they said it was a transfer fee. They never tell you about these fees they just show up and agin my bill is higher by \$4.00 only this time they said they raised it and are going to raise it again April 1st. Since November my phone bill has gone from 25.00 a month to 39.00 a month and no one can explain the extra dollars when my phone charges were raised only last month and then it was only 2.00 however as I again stated it is now again another 4.00 higher. The bills are so hard to read and you can't see where or what the charges are for. My bill should be easy to read because there is no long distance charges or cell phone charges. Oh yeah they gave us a 5.00 discount off our DSL and proceeded to take it off the phone bill not the internet charges. So now they deduct this from the phone bill and then add taxes back to it it still comes out the same amount only now it is 15.00 more than it was in Vovember. My husband and I are disabled full time college students and we might have to have our phone and internet service cut off because we are getting to the point of not being able to afford it. And I could understand it if I had long distance service or a cell but we could never afford those things. I wish all charges were listed with a clear explanation and it would be nice if they could notify people a couple of months in advance when they are going to raise the bill because they bill a month in advance. It would also be great if people could be told over the phone or in writing any charges that would be applied to their account when they make a change in their account because our phone company charges for everything. We even pay an amount so we are un published in the phone book but first their was a charge we were not told about added to this . We were getting crank calls that came in the middle of the night so we had our number changed for free however they did not tell us about the 5.00 fee for having a number un published and again there was no clear explanation on the bill so I had to call. I would like not to have to call them each month because I can't figure out my bill or why it keeps going up.

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.